

FORM L-41		PERIODIC DISCLOSURES	
GRIEVANCE DISPOSAL			

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 30.06.2019

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance * As on begging of the quarter	Additions during the quarter	Complaints Resolved/ settled during the quarter			Complaints Pending at the end of the quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Death Claims	1	7	1	0	7	0	7
b)	Policy Servicing	0	0	0	0	0	0	0
c)	Proposal Processing	0	2	1	0	1	0	2
d)	Survival claims	0	2	2	0	0	0	2
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	2	71	27	0	32	14	71
g)	Others	0	11	1	0	7	3	11
	<b>Total Number of complaints</b>	<b>3</b>	<b>93</b>	<b>32</b>	<b>0</b>	<b>47</b>	<b>17</b>	<b>93</b>

<b>2</b>	Total No. of policies during previous year	<b>276483</b>
<b>3</b>	Total No. of claims during previous year	<b>35082</b>
<b>4</b>	Total No. of policies during current year	<b>49668</b>
<b>5</b>	Total No. of claims during current year	<b>7900</b>
<b>6</b>	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	<b>18.72</b>
<b>7</b>	Total No. of claim complaints( current year) per 10,000 claims registered (current year)	<b>8.86</b>

<b>8</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by interme-diaries</b>	<b>Total</b>
a)	Upto 7 days	7	0	7
b)	7 - 15 days	10	0	10
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & benond	0	0	0
	<b>Total Number</b>	<b>17</b>	<b>0</b>	<b>17</b>

\* Opening balance should tally with the closing balance of the previous financial year.